VSO/MSO Roundtable Meeting

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Discussion Topics

- Recap Opportunities for Improvement
- The Way Forward – Lean Six Sigma
  - Critical Issues
  - A View to the Future
- Next Steps

Opportunities for Improvement

- All 3 Services and VBA had different terminology and definition of what constitutes an outpatient health treatment record
- Evolution to Electronic Health Record has created an interim period featuring a “hybrid-record”
- Paper records are needed to support new DES Pilot, Expanded Pre-Separation Claims Processing, and VBA’s Movement to Paperless Claims
- Account for Reserve & National Guard records processing

The Way Forward - Lean Six Sigma (LSS)

- ***VA and DoD will collaborate to develop a media-neutral, 21st Century solution for managing the STR life cycle.***
- ***Interim Solutions will serve as a bridge between maintaining and transferring a completely paper-based record and managing the record in its current hybrid state containing both paper-based and electronic information until a complete electronic health record (EHR) can be implemented.***

Critical Issues

- **Upon examining the overarching issues and 29 associated issues, the following critical themes were identified:**
  - **Over processing**
  - **Inconsistent practices/policies**
  - **Personnel and resource constraints**
  - **Complete HTR information is not available from one source**
  - **Existence of a hybrid record**
  - **Lack of interoperability of DoD and VA's multiple systems**
  - **Inconsistency of HTR systems' availability, reliability, and use**
  - **Lack of oversight, training, and communication**
  - **Lack of National Archives Records Administration-approved disposition schedule**

A View of the Future

- **Characteristics of the "To-Be" State:**
  - **Electronic access to the Service member's medical and dental record via a one-stop DoD portal. The portal will:**
    - Display information from the Armed Forces Health Longitudinal Technology Application (AHLTA) and EHR/HTR repositories upon query from authorized DoD and VA users, as well as Service members
    - Store converted paper records (CONUS, OCONUS, Theaters of Operation) in electronic format in the AHLTA EHR/HTR repository
  - **Efficient records management practices through policy development and implementation**
  - **Accountability for completeness through regular verification of the records with the Service member and provider**

A View to the Future

- **Characteristics of the "To-Be" State (cont.):**
  - **Verification at critical stages of the Service member lifecycle**
    - Examples include each
      - Permanent Change of Station (PCS)/Permanent Change of Assignment (PCA)
      - Deployment
      - Mobilization
      - Demobilization
      - Separation/retirement
  - **Records access provided to VA for benefits adjudication on demand via the DoD portal**
  - **Full EHR implementation with interoperability**

A View of the Future

- **Characteristics Eliminated in the "To-Be" State:**
  - **Over processing**
    - Over processing of the hybrid records (AHLTA and paper) occurs during the As-Is state's create, maintain, and use life-cycle phases
    - To-Be processes do away with mailing Service member's records from one place to another, eliminating
      - Mailing costs
      - Records loss en route
  - **Transferring records to VA**
    - DoD retains ownership and physical control of the HTRs in the To-Be state
  - **Reworking and interfiling of incomplete, loose, and late flowing records at VA, resulting in the reduction of VA labor costs**
  - **Handling and storage of HTRs at VA, resulting in the reduction of VA handling and storage costs**

Next Steps

- 54 Separate Recommendations for Improvement Were Developed
  - Combination of Policy and Operational
  - Involve multiple Agencies/Echelons across entire spectrum of medical record creation, maintenance and disposition

- Recommended Solutions are Pending Approval by PDUSD P&R